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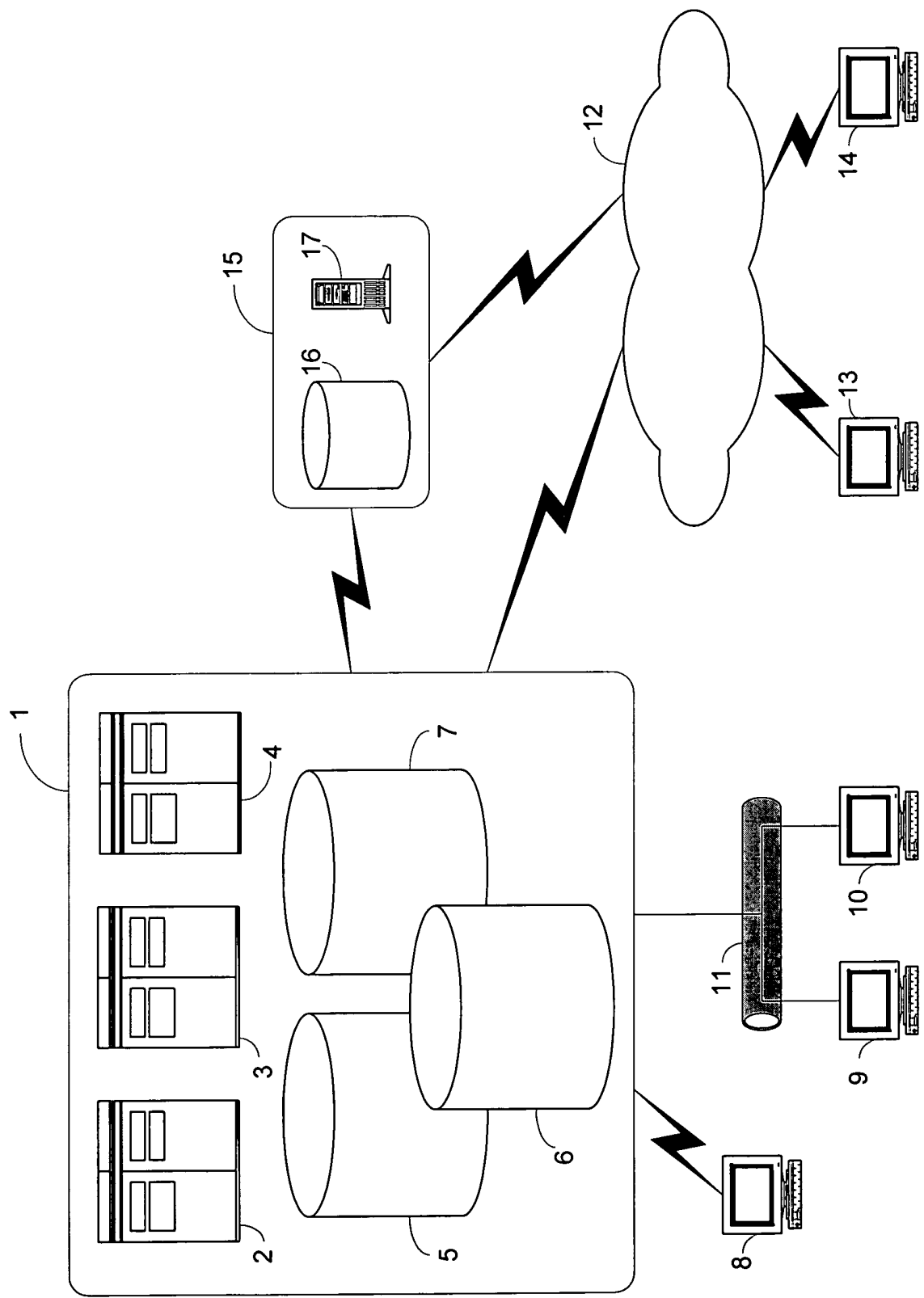


FIG. 1

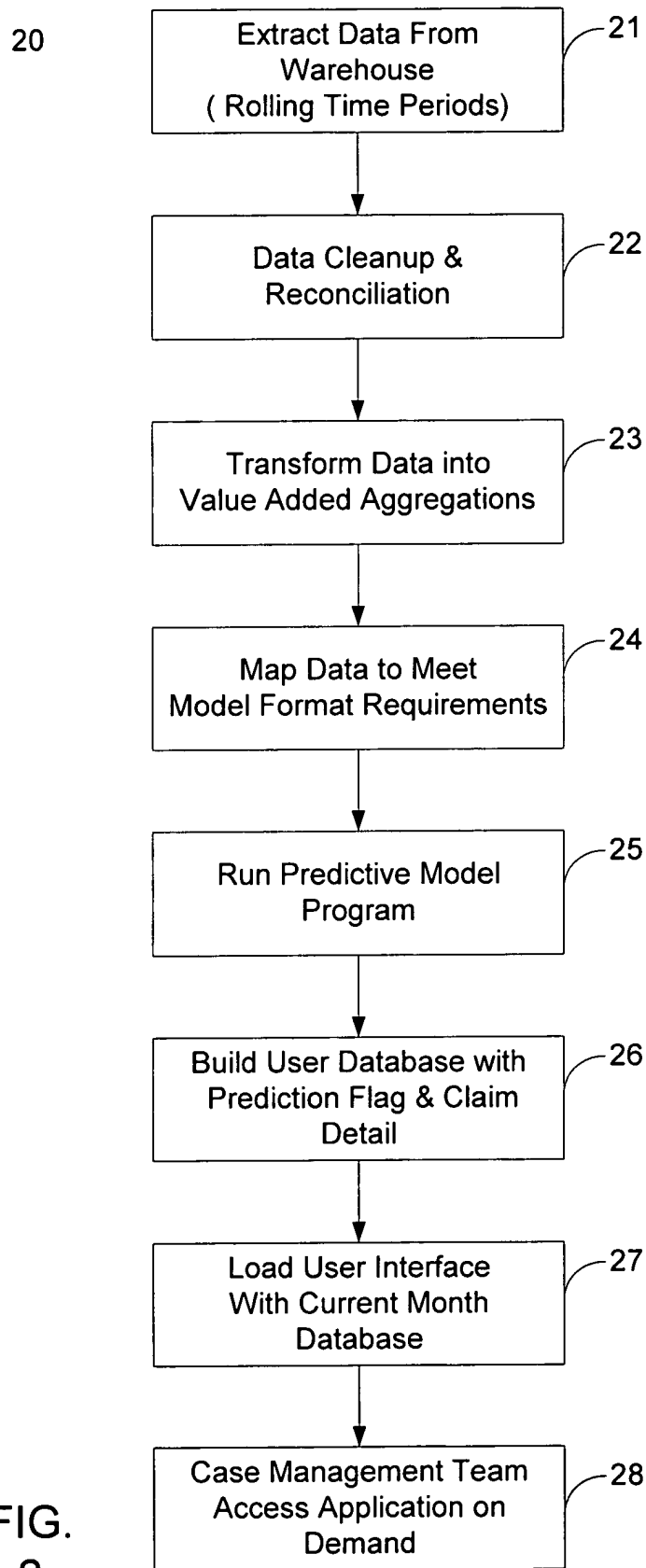
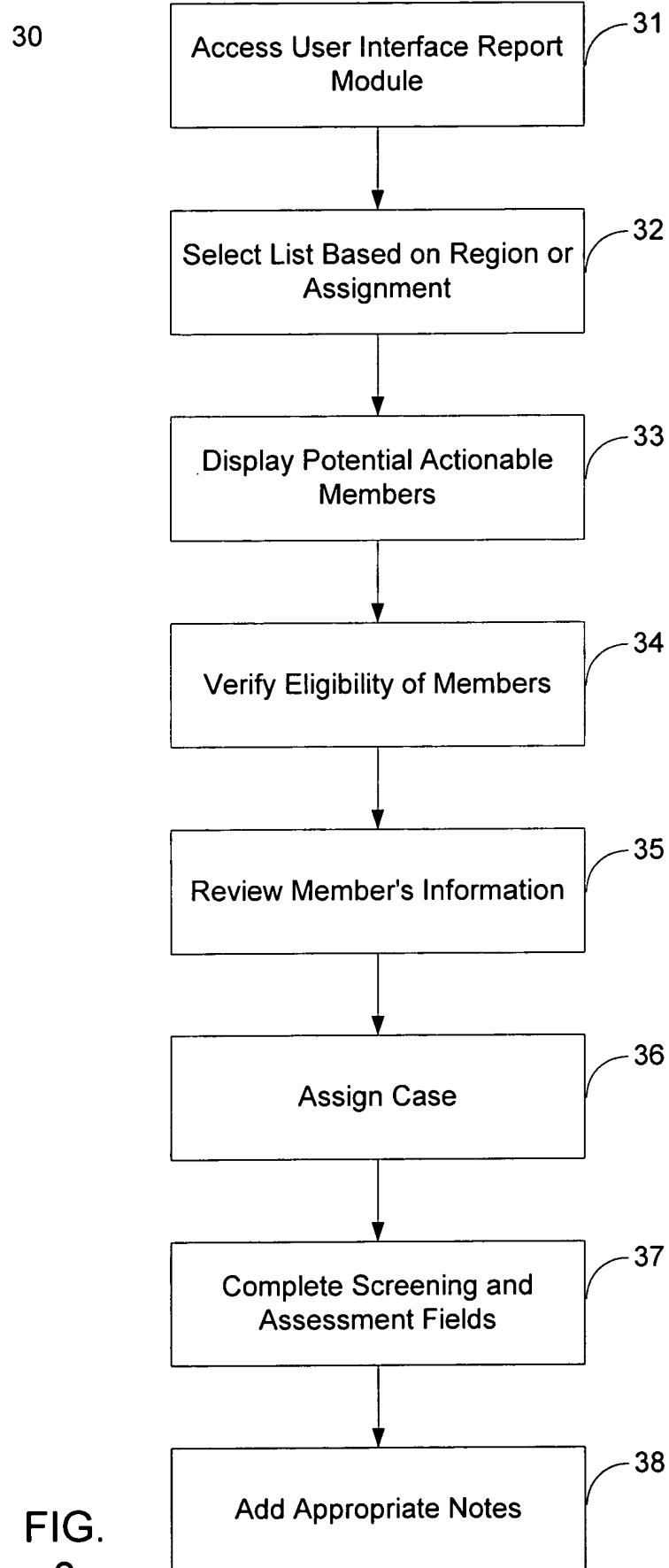


FIG.  
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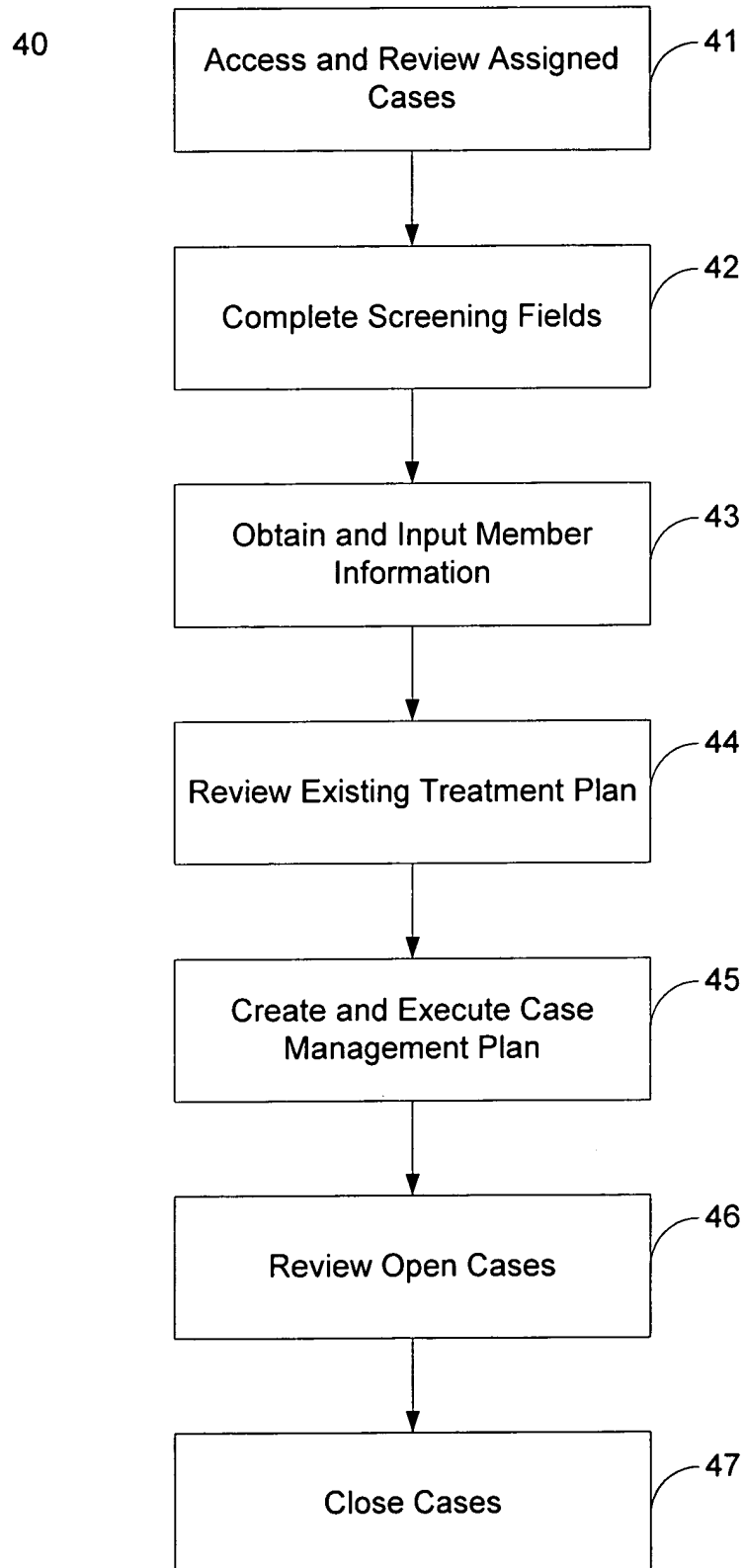


FIG. 4

FIG. 5

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PULSE Action-able Identified Members (AIM) DEMO - Microsoft Internet Explorer provided by Aetna Inc.

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Address: http://usqa.dev.aetna.com/reports/pulse\_aim/secure/aim\_med\_demo.asp

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Tuesday October 7, 2003

**PULSE AIM Menu**

Click on line of business to select members.

Commercial Medicare Home How to Use Link to eTUMS Confidentiality

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Reports on this site are restricted to authorized users only. If you require access to the reports and are unable to connect please complete the following form: [Web Report Access Form](#)

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[Reports](#)

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**PULSE AIM (Demo) - Medicare Report Selection Screen**

This screen enables you to select members with high ( $\geq 10$ ) PULSE Scores and high action-ability characteristics. Your selections from this screen generate a list of the top 15 members meeting the PULSE AIM criteria. To activate selection values you must select a Selection Method by clicking on one of the radio buttons. Results are sorted by 1) descending PULSE score, and 2) descending action score. 58

Assign a Medicare member for Case Management Review by region

Assign 59 → Mid-Atlantic 60a  
Northeast 60b  
West 60c

Review members already assigned to a specific Case Manager 61

Review 62

Search for source member ID in Medicare AIM Database 64

Search (e.g. ME345678) 63

Select Assign, Review or Search above and the appropriate criteria, then click Continue to proceed. 65

Continue

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FIG. 6

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**PULSE Action-able Identified Members (AIM) DEMO - Microsoft Internet Explorer provided by Aetna Inc.**

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# Aetna Integrated Informatics

Tuesday October 7, 2003

National Medical Services

**XAetna®** integrated informatics

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Home Page > Reports > Pulse aim > Medicare > Assignment Page

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78 79 80 81 82 83 84 85 86 87 88

Congratulations! The Mid-atlantic Region has reviewed 4 Members

Member Name	Action PULSE Score	Age	Gender	Member ID	Product	Ntwk Srv Area	Member State	PCP Name	Discharged from CH
Jane Doe	13	10.995	71	M	ME841007741	MEHMO	PA03	MD Dr. Daniels	04/11/2002
XXX XXXXX	13	10.791	69	M	MEXXXXXXXX	MEHMO	PA03	MD Dr. Evans	04/18/2002
XXX XXXXX	13	10.638	78	F	MEXXXXXXXX	MEHPOS	PA03	MD Dr. Gonzalez	05/03/2002
XXX XXXXX	13	10.626	70	F	MEXXXXXXXX	MEHMO	PA04	DE Dr. Fox	
XXX XXXXX	13	10.513	68	F	MEXXXXXXXX	MEHMO	PA04	DE Dr. Nelson	
XXX XXXXX	13	10.349	90	M	MEXXXXXXXX	MEHPOS	PA03	MD Dr. Stevens	03/01/2002
XXX XXXXX	13	10.345	73	M	MEXXXXXXXX	MEHMO	PA03	MD Dr. Barry	
XXX XXXXX	13	10.336	82	M	MEXXXXXXXX	MEHMO	PA03	MD Dr. Austin	04/03/2002
XXX XXXXX	13	10.301	74	M	MEXXXXXXXX	MEHMO	PA03	DE Dr. Cruz	
XXX XXXXX	13	10.234	70	M	MEXXXXXXXX	MEHMO	PA04	DE Dr. Lawrence	
XXX XXXXX	13	10.066	85	F	MEXXXXXXXX	MEHMO	PA04	DE Dr. Davis	05/01/2002
XXX XXXXX	12	12.279	71	F	MEXXXXXXXX	MEHMO	PA03	MD Dr. Washington	04/25/2002
XXX XXXXX	12	11.518	72	M	MEXXXXXXXX	MEHMO	PA04	MD	

Local Intranet

Microsoft Outlook

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Start

FIG. 7A

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PULSE Action-able Identified Members (AIM) DEMO - Microsoft Internet Explorer provided by Aetna Inc.

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Commercial Medicare Home How to Use Link to eTUMS Confidentiality

Home Page > Reports > Pulse aim > Medicare > Assignment Page : Detail Summary Page

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**Member Demographics**

Member name :  
Member ID :  
City State, Zip Code : Anytowne USA, 39448  
Age : 68  
Gender : F  
Product : MEHMO  
PCP Name : Dr. Fox

Region : Mid-Atlantic  
Network Service Area : PA04  
Phone # : (888)555-1212  
Date of Birth : xx/xx/1934  
Group/Control : AET0000X  
PM Office :

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**Case Management Decision**

Refer Member to CM  
Do Not Refer-COB/Aetna not Primary  
Do Not Refer-Deceased/Covg Termined  
Do Not Refer-Delegated Entity  
Do Not Refer-Unable to contact member  
Do Not Refer-No CM opportunity identified

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☐ <Show Summary SAS Log>

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**Summary Recap**

Action Score	PULSE Score	# ER Visits	# Inpatient Admits	Evidence of SNF	Evidence of HH	Disease Managed	Expensive Drugs	# of scripts in past 12 Months	Last Inpatient stay par/nonpar	Total Dollars past 12 Months
13	96 10.513	97 0	98 4	No	Yes	N/A	Yes/SPN=No	21	PAR	\$31,810

96 10.513 97 0 98 4 99 No 100 Yes 101 N/A 102 Yes/SPN=No 21 103 PAR 104 \$31,810 105

**Commercial Action Flags**

Total Action Flags	Hi Non-Par	Hi Non-Facility Non-Par	Chronic Disease Management Flags	Non-Compliance with Chronic Drug Therapy Flags	Expected Disability Event
2	No	No	Yes	No	No

106 107 No 108 No 109 Yes 110 No 111 No 112

9651 AM



FIG. 7B

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PULSE Actionable Identified Members (AIM) DEAO - Microsoft Internet Explorer provided by Aetna Inc.

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Total Action Flags	Hi Non-Par	Hi Non-Facility	Non-Par	Chronic Disease Management Flags	Non-Compliance with Chronic Drug Therapy/Flags	Expected Disability Event
2	No	No	No	Yes	No	No

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Chronic Disease Management Flags

No evidence of lipid-lowering drug use for a diabetic member with hyperlipidemia or CAD No

No evidence of lipid-lowering drug use for secondary prevention of IHD Yes

No evidence of ACE-I and/or beta-blocker use in members with a history of an AMI No

No evidence of an ACE-I/ARB and/or carvedilol, metoprolol, bisoprolol or hydralazine/vasodilators and nitrates in members with CHF No

No evidence of Coumadin (warfarin) for atrial fibrillation No

Non-Compliance with Chronic Drug Therapy Flags

Non-compliance with lipid-lowering drugs in members with diabetes No

Non-compliance with ACE-inhibitors/ARBs in members with diabetes No

Non-compliance with lipid-lowering drugs in members with IHD No

Non-compliance with an ACE-I and/or beta-blocker in members with IHD No

Non-compliance with an ACE-I/ARB and/or carvedilol, metoprolol or bisoprolol in members with CHF No

Non-compliance with anti-hypertensives in members with hypertension No

Scroll or Use the links below to view selected detail summary:

SPECIALTY TYPE SUMMARY | DIAGNOSIS SUMMARY | HEALTH PROFILE DATABASE SUMMARY | PHARMACY SUMMARY

115 116 117 118 119 120

Health Profile Database (HPD) Summary

Disease/Condition	First HPD Date	Last HPD Date
Asthma	03/09/2001	05/09/2002
Chronic Thyroid Disorders	04/26/2000	05/10/2003
Hypertension	04/22/2000	06/26/2003
Ischemic Heart Disease	07/28/2002	06/26/2003

Diagnosis Summary (click here for detail Medical Claims)

Diagnosis Group	Diagnosis	Place of Service	Most Recent Dx
Abdominal Pain	Abdominal Pain	Outpatient	03/23/2003
Accidental Injury/Assault	Other And Unspecified Injury T	Emergency Room	03/16/2003
Angina/Chest Pain	Coronary Atherosclerosis Of Na	Outpatient	06/26/2003
Angina/Chest Pain	Intermediate Coronary Syndrome	Inpatient	06/04/2003
Angina/Chest Pain	Other Chest Pain	Inpatient	06/04/2003
Angina/Chest Pain	Unspecified Chest Pain	Inpatient	06/02/2003
Angina/Chest Pain	Coronary Atherosclerosis Of Un	Inpatient	05/28/2003

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FIG. 7C

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PULSE Action-able Identified Members (AIM) DEMO - Microsoft Internet Explorer provided by Aetna Inc.

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Links Aetna Sites

Unspecified Causes of Morbidity Nonspecific Abnormal Findings Outpatient 04/04/2003

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**Pharmacy Summary** ▲ top (click here for detail Rx Claims)

Drug Class	Drug Name	Last Date of Dispense
Angiotensin II Receptor Antago	Losartan Potassium	06/13/2003
Clarithromycin	Clarithromycin	04/26/2003
Coumarin Anticoagulants	Warfarin Sodium	06/23/2003
Coumarin Anticoagulants	Warfarin Sodium	05/13/2003
Coumarin Anticoagulants	Warfarin Sodium	04/27/2003
FLUOROQUINOLONES	Ciprofloxacin HCl	03/09/2003
Narcotic Agonists	Tramadol HCl	03/15/2003
Narcotic Combinations	Acetaminophen w/ Hydrocodone	04/26/2003
Narcotic Combinations	Acetaminophen w/ Codeine	03/20/2003
Proton Pump Inhibitors	Omeprazole	06/06/2003
Thiazides and Thiazide-Like Di	Hydrochlorothiazide	03/23/2003
Thyroid Hormones	Levothyroxine Sodium	05/10/2003

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**Specialty Pharmacy Network Summary** ▲ top

Self-Injectable Drug/Procedure	Non-SPN Pharmacy Provider	Last Date of Dispense/Procedure
Enoxaparin Sodium	Non Par SPN Provider	06/06/2003
Enoxaparin Sodium	Non Par SPN Provider	04/15/2003
Enoxaparin Sodium	Non Par SPN Provider	04/13/2003
Enoxaparin Sodium	Non Par SPN Provider	03/18/2003
Enoxaparin Sodium	Non Par SPN Provider	03/18/2003

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**Specialty Type Summary** ▲ top

Specialty	Date Last Seen
Anesthesia	04/17/2003
Cardiology	06/26/2003
Dermatology	07/23/2002
Gastroenterology	04/17/2003
Hospitals	06/02/2003
Infectious Disease	05/31/2003

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FIG. 8

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Address <a href="http://dev.usqa.com/sasweb/scripts/broker.exe">http://dev.usqa.com/sasweb/scripts/broker.exe</a>										
Links Aetna Sites										
Medical Claim Detail (click column header to sort by specific column)										
Date of Claim	Place of Service	Provider	Specialty of Provider	Primary Diagnosis	Procedure	Allowed Amount of Claim	Conav	Par		
06/26/2003	O	Dr. Daily	Cardiology	Coronary Atherosclerosis Of Na	Established Patient Office 3	\$X,XXX	\$20	Y		
06/26/2003	O	Dr. Daily	Cardiology	Coronary Atherosclerosis Of Na	Electrocardiogram, Complete	\$X,XXX	\$0	Y		
06/17/2003	O	Dr. Daily	Internal Medicine	Long-Term (current) Use Of Ant	Established Patient Office 1	\$X,XXX	\$15	Y		
06/17/2003	O	Dr. Daily	Internal Medicine	Long-Term (current) Use Of Ant	Prothrombin Time	\$X,XXX	\$0	Y		
06/12/2003	O	Dr. Daily	Internal Medicine	Long-Term (current) Use Of Ant	Established Patient Office 1	\$X,XXX	\$15	Y		
06/12/2003	O	Dr. Daily	Internal Medicine	Long-Term (current) Use Of Ant	Prothrombin Time	\$X,XXX	\$0	Y		
06/10/2003	O	Dr. Daily	Internal Medicine	Long-Term (current) Use Of Ant	Established Patient Offi 2	\$X,XXX	\$15	Y		
06/10/2003	O	Dr. Daily	Internal Medicine	Long-Term (current) Use Of Ant	Prothrombin Time	\$X,XXX	\$0	Y		
06/06/2003	O	Dr. Daily	Pharmacy Drugs	Other Unknown And Unspecified	Not Available/Applicable	\$X,XXX	\$0	N		
06/06/2003	O	Dr. Daily	Internal Medicine	Long-Term (current) Use Of Ant	Established Patient Offi 2	\$X,XXX	\$15	Y		
06/06/2003	O	Dr. Daily	Internal Medicine	Long-Term (current) Use Of Ant	Prothrombin Time	\$X,XXX	\$0	Y		
06/04/2003	I	Dr. Daily	Cardiology	Intermediate Coronary Syndrome	Left Heart Catheterization	\$X,XXX	\$0	Y		
06/04/2003	I	Dr. Daily	Cardiology	Intermediate Coronary Syndrome	Intravas Us, Heart Add-On	\$X,XXX	\$0	Y		
06/04/2003	I	Dr. Daily	Cardiology	Intermediate Coronary Syndrome	Imaging Supervision Interp &	\$X,XXX	\$0	Y		
06/04/2003	I	Dr. Daily	Cardiology	Intermediate Coronary Syndrome	Injection For Coronary Xrays	\$X,XXX	\$0	Y		
06/04/2003	I	Dr. Daily	Cardiology	Intermediate Coronary Syndrome	Imaging Supervision, Interp	\$X,XXX	\$0	Y		
06/04/2003	I	Dr. Daily	Cardiology	Intermediate Coronary Syndrome	Injection For Heart X-Rays	\$X,XXX	\$0	Y		
06/04/2003	I	Dr. Daily	Cardiology	Other Chest Pain	Electrocardiogram Report	\$X,XXX	\$0	Y		
06/02/2003	I	Dr. Daily	Hospitals	Coronary Atherosclerosis Of Na	Not Available/Applicable	\$X,XXX	\$250	Y		
06/02/2003	I	Dr. Daily	Internal Medicine	Unspecified Chest Pain	Subsequent Visit 4	\$X,XXX	\$0	Y		
06/02/2003	I	Dr. Daily	Cardiology	Other Chest Pain	Electrocardiogram Report	\$X,XXX	\$0	Y		
06/01/2003	I	Dr. Daily	Internal Medicine	Other Chest Pain	Subsequent Visit 3	\$X,XXX	\$0	Y		
05/31/2003	I	Dr. Daily	Infectious Disease	Cardiovascular Disease, Unspec	Subsequent Visit 4	\$X,XXX	\$0	N		
05/31/2003	I	Dr. Daily	Cardiology	Intermediate Coronary Syndrome	Subsequent Visit 3	\$X,XXX	\$0	N		

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FIG. 9

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PULSE Action-able Identified Members (AIM) DEMO - Microsoft Internet Explorer provided by Aetna Inc.									
File Edit View Favorites Tools Help									
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Address: http://dev.usqa.com/sasweb/scripts/broker.exe									
Links Aetna Sites									
Pharmacy Claim Detail (click column header to sort by specific column)									
153 Date of Claim	154 Prescribing Provider	155 NDG Product Name	156 Drug Class	157 Days supply	158 RX Paid Amount off claim	159 Gobav			
06/23/2003	Dr. MacArthur	Warfarin Sodium	Coumarin Anticoagulants	30	\$X,XXX	\$30			
06/13/2003	Dr. MacArthur	Losartan Potassium	Angiotensin II Receptor Antago	30	\$X,XXX	\$15			
06/06/2003	Dr. MacArthur	Omeprazole	Proton Pump Inhibitors	30	\$X,XXX	\$10			
05/13/2003	Dr. MacArthur	Warfarin Sodium	Coumarin Anticoagulants	30	\$X,XXX	\$30			
05/10/2003	Dr. MacArthur	Levothyroxine Sodium	Thyroid Hormones	90	\$X,XXX	\$30			
04/28/2003	Dr. MacArthur	Omeprazole	Proton Pump Inhibitors	30	\$X,XXX	\$10			
04/27/2003	Dr. MacArthur	Warfarin Sodium	Coumarin Anticoagulants	20	\$X,XXX	\$10			
04/26/2003	Dr. MacArthur	Clarithromycin	Clarithromycin	10	\$X,XXX	\$15			
04/26/2003	Dr. MacArthur	Acetaminophen w/ Hydrocodone	Narcotic Combinations	3	\$X,XXX	\$10			
04/05/2003	Dr. MacArthur	Omeprazole	Proton Pump Inhibitors	30	\$X,XXX	\$10			
03/23/2003	Dr. MacArthur	Hydrochlorothiazide	Thiazides and Thiazide-Like Di	30	\$X,XXX	\$10			
03/20/2003	Dr. MacArthur	Warfarin Sodium	Coumarin Anticoagulants	20	\$X,XXX	\$10			
03/20/2003	Dr. MacArthur	Acetaminophen w/ Codeine	Narcotic Combinations	20	\$X,XXX	\$10			
03/18/2003	Dr. MacArthur	Warfarin Sodium	Coumarin Anticoagulants	2	\$X,XXX	\$6			
03/15/2003	Dr. MacArthur	Tramadol HCl	Narcotic Agonists	5	\$X,XXX	\$10			
03/09/2003	Dr. MacArthur	Ciprofloxacin HCl	FLUOROQUINOLONES	7	\$X,XXX	\$15			
03/05/2003	Dr. MacArthur	Omeprazole	Proton Pump Inhibitors	30	\$X,XXX	\$10			
03/04/2003	Dr. MacArthur	Losartan Potassium	Angiotensin II Receptor Antago	90	\$X,XXX	\$30			
02/07/2003	Dr. MacArthur	Esomeprazole Magnesium	Proton Pump Inhibitors	30	\$X,XXX	\$30			
02/07/2003	Dr. MacArthur	Levothyroxine Sodium	Thyroid Hormones	90	\$X,XXX	\$30			
01/23/2003	Dr. MacArthur	Methylprednisolone	Glucocorticosteroids	7	\$X,XXX	\$10			
01/22/2003	Dr. MacArthur	Clarithromycin	Clarithromycin	10	\$X,XXX	\$15			
01/22/2003	Dr. MacArthur	Codeine-Guaifenesin	Cough/Cold/Allergy Combination	6	\$X,XXX	\$10			
01/22/2003	Dr. MacArthur	Albuterol	Sympathomimetics	28	\$X,XXX	\$10			
01/09/2003	Dr. MacArthur	Esomeprazole Magnesium	Proton Pump Inhibitors	30	\$X,XXX	\$30			
01/02/2003	Dr. MacArthur	Pseudoephedrine-Guaifenesin	Cough/Cold/Allergy Combination	15	\$X,XXX	\$10			
12/14/2002	Dr. MacArthur	Esomeprazole Magnesium	Proton Pump Inhibitors	30	\$X,XXX	\$30			
12/14/2002	Dr. MacArthur	Acetaminophen w/ Hydrocodone	Narcotic Combinations	2	\$X,XXX	\$9			
12/06/2002	Dr. MacArthur	Losartan Potassium	Angiotensin II Receptor Antago	90	\$X,XXX	\$30			
11/13/2002	Dr. MacArthur	Esomeprazole Magnesium	Proton Pump Inhibitors	30	\$X,XXX	\$46			
Done									
Local intranet									
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FIG. 10

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### PULSE AIM (Demo) - Medicare Report Selection Screen

This screen enables you to select members with high (>= 10) PULSE Scores and high action-ability characteristics. Your selections from this screen generate a list of the top 15 members meeting the PULSE AIM criteria. To activate selection values you must select a Selection Method by clicking on one of the radio buttons. Results are sorted by 1) descending PULSE score, and 2) descending action score.

**Assign a Medicare member for Case Management Review by region**

☐ Assign ☒ Mid-Atlantic  
☐ Northeast  
☐ West

**Review members already assigned to a specific Case Manager**

☒ Review ☐ Search  
(e.g. ME345678)

61 →  Case Manager Name 2

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Search for source member ID in Medicare AIM Database

**Continue**

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Select Assign, Review or Search above and the appropriate criteria, then click Continue to proceed.

Done

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FIG. 11

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PULSE Action-able Identified Members (AIM) DEMO - Microsoft Internet Explorer provided by Aetna Inc.

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PULSE AIM Menu → Commercial Medicare Home How to Use Link to eTUMS Confidentiality

Home Page > Reports > Pulse aim > Medicare : Case Manager Review Page

MEMBERS ASSIGNED TO: Case Manager Name 2(A0000002)

Member Name	Action Score	PULSE Score	Age	Gender	Member ID	Product	Ntwk Srv Area	Member State	PCP Name	Discharged from CM	AIM date last worked	* CM Referred
NAMES	13	11.906	80	M	Member IDs	MEHMO	PA04	DE	Dr. Torres	04/30/2002	09/30/2003	
	13	11.691	70	M		MEHMO	PA03	MD	Dr. Jordan	03/29/2002	09/30/2003	
	13	11.945	83	F		MEHMO	PA04	DE		04/15/2002	09/30/2003	3
	13	12.053	83	F		MEHPOS	PA03	MD			09/30/2003	Y

CM Referral Key

- \* = Referred to CM
- Y = Do Not Refer-COB/Aetna not Primary
- 2 = Do Not Refer-Deceased
- 3 = Do Not Refer-Delegated Entity
- 4 = Do Not Refer-Unable to contact member
- 5 = Do Not Refer-No CM opportunity identified
- = Reviewed Member

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